



City of Gulfport, Mississippi
Job Description

311 CALL CENTER CUSTOMER SERVICE REPRESENTATIVE
(CSR)

EEO Class: Clerical
Date Revised: 11.20.11

FLSA Status: Non-Exempt
Date Approved:

Position Overview

The Call Center Customer Service Representative responds to citizens' general inquiries, questions, and customer complaints by attempting to resolve the problem according to guidelines established by the department. The CSR projects a professional company image through phone interaction.

Essential Job Functions

Essential duties and functions, pursuant to the Americans with Disabilities Act, May include the following. Other related duties may be assigned.

- Answers inbound calls and assist the customers who have particular inquiries or questions.
- Handles incoming requests from external customers by e-mail, walk-in or fax and manages their inquiries or requests.
- Answers a multi-line telephone system rapidly and directs the calls to appropriate staff without any delay when necessary.
- Provides customers with specific information regarding city services.
- Placing customer cases in the computer system to deal with specific inquiry/concern.
- Obtains and evaluates all relevant data to handle inquiries and concerns/complaints.
- Recognizing, documenting, and informing the supervisor regarding the trends in internal and external customer calls.
- Researches and recommends process improvements.
- Resolves customer support related issues and provides customer with resolution.
- Performs customer verifications, processes and manages cases, forms, and requests including those not immediately resolved.
- Completes call reports/logs and researches specific issues.
- Identifies, researches, and resolves customer issues using the computer system within a specified time period based upon the severity of the issue.

Call Center Customer Service Representative

Knowledge, Skills and Abilities

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge/ability to learn operating a multi-line telephone system and call center operations.
- Must possess impressive telephone etiquette.
- Ability to deliver excellent customer service, externally and internally.
- Ability to juggle multiple projects simultaneously.
- Must be able to operate well under tight pressure.
- Ability to interact positively with the public via telephone.
- Exceptional customer interaction skills that involves receiving and responding to difficult concerns and/or customers.
- Good communication and problem solving skills are a must.
- Great communication skills and computer skills as well as ability to work with others in close manner. Computer literate with the ability to learn customer service software applications.
- Must demonstrate a typing skill of 30 wpm.
- Exceptional organizational and follow-through skills.

Education and Experience

High school graduate. One (1) year general clerical or secretarial experience and one to three years of customer service experience is required.

Required Licenses or Certificates

None.

Physical Demands and Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements include occasional lifting/carrying of 10+ pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a multi line telephone system, computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions may be crowded and noisy and work may be repetitive.